

Departmental Quarterly Performance Report

Department Name: Miami-Dade Transit

**Reporting Period:
FY2004
Second Quarter**

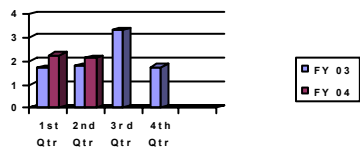
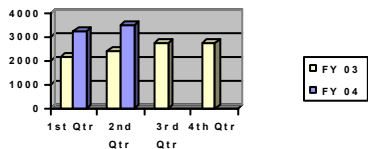
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MAJOR PERFORMANCE INITIATIVES

<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>PS-3 Reduce Preventable Accidents to 1.79%</p>  <p>The agency is currently exploring a remedial operators training program to address the spike in preventable accidents.</p>	<p> <input type="checkbox"/> Strategic Plan <input checked="" type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> ECC Project <input type="checkbox"/> Workforce Dev. <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe) </p>
<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>PS-1 Purchase new buses to replace outdated or those that have exceeded policy limits of 500,000 miles or 12 years</p> <p>Placed into revenue service 7 expansion minibuses during the 2nd Quarter.</p>	<p> <input type="checkbox"/> Strategic Plan <input checked="" type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> ECC Project <input type="checkbox"/> Workforce Dev. <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe) </p>
<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>PS-3 Increase bus miles between road calls by 10% from FY03 levels</p>  <p>Miles between road calls (MBRC) for January, February and March 2004 were 3,962, 3,117 and 3,468 respectively, for an average of 3,516 for the second quarter. This 2nd quarter average of 3,516 exceeds the FY 2003 second quarter average of 2,389.</p>	<p> <input type="checkbox"/> Strategic Plan <input checked="" type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> ECC Project <input type="checkbox"/> Workforce Dev. <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe) </p>

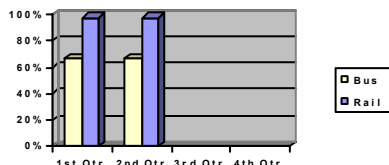
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County Mgr. Priority (Circle One): *People* **Service** *Technology* *Fiscal Responsibility*

TP-1 Improve on-time performance for Metrobus to 75% and Metrorail to 99%

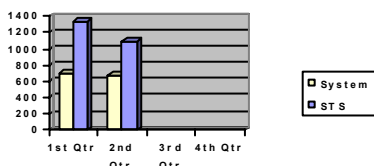


On-time performance for bus averaged 67% for the second quarter (68%, 65% & 68% for January to March respectively) resulting in a year-to-date average of 67%, which is better than last year's second quarter average of 68%.

☐ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☐ Workforce Dev.
☐ ECC Project
☐ Audit Response
☐ Other _____
 (Describe)

County Mgr. Priority (Circle One): *People* **Service** *Technology* *Fiscal Responsibility*

PS-3 Maintain complaints for the system (Metrobus, Metrorail and Metromover) at or below FY03 levels and reduce STS customer complaints by 4% from FY03 levels



In an effort to expeditiously address customer complaints MDT has revised its internal submission by disbursing this information to the responsible divisions on a weekly instead of a monthly basis. The agency is working with Broward and Palm Beach counties on a Customer Information Network project in an effort to improve customer service with point to point trip planning information. Implementation is scheduled for December 2004. Began project review this quarter for the new interactive Voice Response (IVR) system for MDT Customer and Information Services Call Center that will improve call handling and service to transit customers by processing calls more efficiently. Implementation scheduled for June 2004.

The peak in STS complaints is due mainly to the implementation of the new software "Trapeze" for the delivery of Special Transportations Service (STS) in March 2004. Staff training will improve reservations taking, dispatching and routing capabilities.

☐ Strategic Plan
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 (Describe)

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<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Increase in bus operating revenue hours from 1.9 million hours to 3.3 million hours over five years</p> <p>Service expansion is ongoing; as of the December 7, 2003 lineup annualized hours revenue hours were approximately 2.1 million hours. The next service expansion will occur with the April 25, 2004 lineup.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input checked="" type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i></p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Increase frequency of rail service to 15 minutes during non-peak service and 6 minutes during peak service</p> <p>Implemented frequency of rail service on June 8, 2003.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input checked="" type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i></p>

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<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>#43 Review and benchmark fleet maintenance for managed competition or targeted savings initiative for mid-life overhaul of transit rail cars</p> <p>Notice to proceed for the Professional Services Agreement (PSA) to provide engineering services for the Metrorail and Phase 1 Metromover Mid-life Vehicle Fleet Overhaul and Modernization Project (Contract TA02-MR26) was issued on November 17, 2003. The selected consultant for the project is Washington Infrastructure Services, Inc. a.k.a., Washington Group International (WGI).</p> <p>The Fleet Assessment Stage which included the inspection of vehicles, the interviews with personnel by systems engineers and the review of documentation and data processes was completed on January 27, 2004. The consultants will submit the Concept Reports in the next quarter which outlines the consultant's recommendations for rehabilitation or replacement of each subsystem on both the Rail and Mover (Phase 1) fleets. The consultants are beginning to prepare specifications for each fleet's subsystems as prescribed by Miami Dade Transit (MDT). The overhaul of the 136-car heavy rail fleet is scheduled to be completed in 2009. Based on consultant's findings on the Metromover, Phase 1 vehicle, they have recommended that MDT purchase 12 new Metromover vehicles, due to extensive corrosion, wear and tear and obsolescence. MDT has concurred.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>#230 Analyze use of full size and minibuses with potential swapping to improve route efficiency</p> <p>Analyzed options for the reassignment of bus routes for the new Northwest Garage opening in the next quarter. Continue to work on minimizing deadhead mileage and optimizing the number of buses per garage capacity (four garages with varying bus capacity).</p> <p>Continue analyzing the potential swapping of full size buses for minibuses to improve route efficiency; additional routes will be converted with the continued implementation of the People's Transportation Plan.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>#515 Implement Trip Planning system on the web allowing passengers real time planning of transit trips</p> <p>Initial Data Development is completed for Dade and Palm Beach. The Transits have gathered requirements for the regional map that will be developed by Geographic Data Technologies (GDT). The contract with GDT still needs to be negotiated. The Data standard for complaints and bus</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>

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<p>stop names is progressing. Initial meetings with Logic Tree the Innovative Voice Response vendor has started although final contract is not completed.</p>	
<p>County Mgr. Priority (Circle One): <i>People Service Technology Fiscal Responsibility</i></p> <p>#516 This project will allow the public to purchase Metropass and Parking passes with credit cards through the Web.</p> <p>Pass Sales on the Web Project - Miami Dade Transit (MDT) has been working with the Enterprise Technology Services Department to develop the integrations to the IBM Payment Engine. The MDT programmer has completed the front end to the Web payment web site. MDT is awaiting assistance with error codes returned from the payment engine. The back end process continues to be developed for inquiries and updates. MDT has requested the ability to allow an auto bill pay feature to the IBM payment engine.</p> <p>KIOSK Project - Procurement has processed the small bid for the kiosks and MDT is awaiting the award which is expected in May 2004. Connectivity to the internet for the Airport and Government Center kiosks has been requested.</p>	<p> <input type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i> </p>
<p>County Mgr. Priority (Circle One): <i>People Service Technology Fiscal Responsibility</i></p> <p>#622 Assess alternatives and costs for providing services on new or current routes.</p> <p>The ongoing Comprehensive Bus Operational Analysis of the entire bus system has begun providing route specific recommendations which will be incorporated in lineups later this year.</p>	<p> <input type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i> </p>
<p>County Mgr. Priority (Circle One): <i>People Service Technology Fiscal Responsibility</i></p> <p>#761 Create competition for the maintenance of various transit vehicles.</p> <p>Negotiations have been completed with Penske and contract was awarded by BCC in December 2003. The Penske Garage is scheduled for opening on April 25, 2004.</p>	<p> <input type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i> </p>

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PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
			3140	539	3203	476				
3005		3679								

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

C. Turnover Issues

D. Skill/Hiring Issues

The agency has been experiencing difficulties with maintaining the level needed for bus operators due to failure of required physical examination. In an effort to address this concern and mitigate its impact on operations, the agency is researching the possibility of implementing a wellness and exercise program.

E. Part-time, Temporary and Seasonal Personnel

(Including the number of temporaries long-term with the Department)

Part-time Positions – 327 (all bus operators start out as part-timers)

Temporary Employees - 34

F. Other Issues

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FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
State Operating Assistance	16,160	16,287					0	0.00%
Local Option Gas Tax	14,760	14,760					0	0.00%
General Fund	114,950	118,620					0	0.00%
Fares *	62,525	73,791	18,448	19,646	36,896	30,261	(6,635)	41.01%
Advertising & Other Revenues	4,598	18,873	4,718	711	9,437	1,125	(8,312)	5.96%
Tri-Rail Bus Feeder	667	667					0	0.00%
County Surtax	70,980	72,764					0	0.00%
Total	284,640	315,762	23,166	20,357	46,332	31,386	(14,946)	
Expense**								
Personnel	199,877	218,509	54,627	57,751	109,255	110,995	1,741	50.80%
Operating Capital	84,763	97,253	24,313	31,453	48,627	62,936	14,310	64.71%
Total	284,640	315,762	78,941	89,204	157,881	173,931	16,050	115.51%

- Does not reflect end of month adjustments

** Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

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Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

The department is currently reviewing its revenue projections for the current fiscal year in light of new information regarding the county surtax.

The department is experiencing a shortfall in farebox revenue and is undertaking corrective measures to stay within its approved budget in light of this situation.

STATEMENT OF PROJECTION AND OUTLOOK

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature

Department Director

Date _____